

Promissor (formerly known as CAT\*ASI) will soon introduce several changes to the examination procedures for the programs it administers. These changes will occur gradually, program-by-program, over the next six months. The changes are:

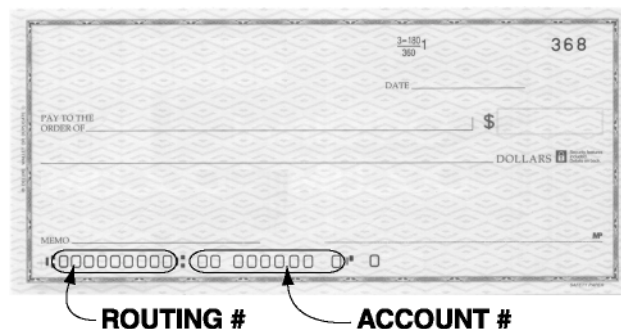
## **ELECTRONIC EXAMS**

Examinations will be administered on a PC, and *not* the EXPro system. Candidates are NOT required to have any computer knowledge to take the examination on the PC, nor will the examination itself be any more or less difficult than an examination taken on EXPro.

## **EXAM FEES**

Examination fees must be paid at the time a reservation is made, and *not* at the assessment center. Fees may be paid by credit card, electronic check, or voucher, either online or by phone. Candidates who choose to pay the fee by electronic check must have a personal checking account, and must be prepared to provide to Promissor at the time of reservation the following information:

- Bank name
- Bank account number (as illustrated below)
- Bank routing number (as illustrated below)
- Name and address on the account
- Next available check number



Using this information, Promissor can obtain payment from the candidate's bank account just as if the candidate had submitted an actual paper check. Promissor has security measures in place to protect all candidates who pay examination fees by credit card or electronic check.

Vouchers are designed for purchase by companies or groups, but are also available to candidates who do not have or do not wish to use a credit card or a personal checking account. These candidates should send a money order (made payable to "Promissor") for the amount of the examination fee to *[insert address here]*. Promissor will process mailed requests within ten (10) business days, and will notify candidates by mail when processing is complete. Candidates may then make a reservation online or by phone.

## REFUNDS/TRANSFERS

Under normal circumstances, examination fees are refundable only if a reservation is canceled within the time frame specified in the program handbook. Candidates who cancel their examinations within this time frame may choose to forgo a refund and apply the fee to a future examination. Candidates who require a refund should make a request to Promissor by phone (for fees paid by credit card) or in writing (for fees paid by electronic checks and vouchers). Refunds for fees paid by credit card are immediate, while paper refunds for vouchers or electronic checks will be processed within 2-3 weeks.


## FAX RESERVATIONS

The Fax Reservation Form has been updated to allow for the new payment options. Candidates should use the form on this page instead of the form that appears in the program handbook.

## FOR MORE INFORMATION

Candidates may contact Promissor Customer Care at the number listed in the program handbook with any questions about electronic examinations or the payment of examination fees.

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<b>PROMISSOR</b> 		<b>Fax Reservation Form</b> (Please print clearly)	
Today's date:		Time of Day:	
Candidate/Sponsor Signature:			
Last Name:		First Name:	Initial:
Birth Date:     /     /		Social Security Number:	
Your Fax #: (     )			
Address:			
City:		State:	ZIP:
Telephone: (     )			
Assessment Center Code:		Exam Session: <input type="checkbox"/> am <input type="checkbox"/> pm	Exam Date:     /     /
1 <sup>st</sup> Exam Code:		2 <sup>nd</sup> Exam Code:	2 <sup>nd</sup> Choice: <input type="checkbox"/> am <input type="checkbox"/> pm
Exam Date:     /     /			
School Code:		May we register you for the next exam date if your two choices are taken? <input type="checkbox"/> yes <input type="checkbox"/> no	
<b>Credit Card Payments:</b>  <input type="checkbox"/> MasterCard <input type="checkbox"/> VISA <input type="checkbox"/> AmExpress <input type="checkbox"/> Discover  Card #: _____  Expiration Date: _____ / _____ / _____  Signature: _____		<b>Electronic Check Payments:</b>  Bank Name: _____  Account #: _____  Routing #: _____  Next Available Check #: _____  Name/Address on Account: (if different from above)	
<b>For Promissor Use ONLY</b>			
Promissor ID# Assigned:			
Reservation Date:     /     /     Time:     TC#:			

**Fax to Promissor at (888) 204-6291.**